STATEWIDE INFORMATION SYSTEMS POLICY

Statewide Policy: Workstation and Portable Computer Care

Product ID: S-CC30

Effective Date: 1-17-97

Approved: State of Montana Chief Information Officer

Replaces & Supercedes: This policy supercedes any prior enterprise policies for establishing and implementing information technology (IT) policies and standards.

I. Authorizations, Roles, & Responsibilities

Pursuant to the Montana Information Technology Act ("MITA") (Title 2, Chapter 17, Part 5 of the Montana Code Annotated ("MCA"), it is the policy of the state that information technology be used to improve the quality of life of Montana citizens, and that such improvement is to be realized by protecting individual privacy and the privacy of the information contained within the state's information technology systems. §2-17-505(1), MCA. It is also the policy of the state that the development of information technology resources be conducted in an organized, deliberative, and cost-effective manner, which necessitates the development of statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and others using the state network. It is also anticipated that State information technology systems will be developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible. §2-17-505(2), MCA.

Department of Administration: Under MITA, the Department of Administration ("DOA") is responsible for carrying out the planning and program responsibilities for information technology for state government (except the national guard), including for establishing and enforcing a state strategic information technology plan and establishing and enforcing statewide information technology policies and standards. DOA is responsible for implementing MITA and all other laws for the use of information technology in state government. The director of DOA has appointed the chief information officer to assist in carrying out the department's information technology duties. §2-17-512, MCA.

Department Heads: Each department head is responsible for ensuring an adequate level of security for all data within their department. §2-15-114, MCA.

II. Policy - Requirements

A. Introduction

Users of computer equipment belonging to the State of Montana should care for their computer equipment and take steps to protect that equipment from physical harm. The protection of computer equipment is fairly simple and is necessary for reducing the workload on computer maintenance personnel and in keeping operating costs to a minimum.

B. Scope

This policy shall govern all entities within the Executive Branch of Montana State Government.

C. Policy

Users of State computers and computer equipment shall care for their equipment in a prudent manner consistent with Department of Administration and agency guidelines.

D. Guidelines

To protect data in the event of power fluctuations or outages, a surge suppressor or UPS should be on all workstations. Non-computer equipment such as heaters and fans should not share the same surge suppressor as the computer. NOTE: Most UPS's are not laser printer compatible. Be sure to read the documentation provided with your UPS.

Appropriate steps should be taken to give proper care and attention to computer hardware. All computer equipment is vulnerable, especially a keyboard, when coffee, pop, or any other liquid is spilled on it.

Computer screens and keyboards should be cleaned periodically with a computer non-static cleaner. Foam cleaner should not be used on computer components.

Care should be taken when positioning a computer in the work environment. The Network Administrator should be consulted for proper positioning of the hardware. Computers should be well ventilated. They should not be put in a position that covers the vent for the fan.

Care should be taken when positioning the computer electrical cords. They should not be positioned near a heating element, under file cabinets, or in a manner that may be a hazard for walking.

Monitor covers should not be used to cover the monitor when they are powered on.

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Users must not connect or disconnect computer components while the computer is powered on.

Portable computers should be brought to room temperature before using them. They should not be exposed to extreme cold or heat for any length of time.

E. Disclaimer

Any exceptions to this policy will be documented by the agency security officer. Information Technology Services Division (ITSD) reserves the right to modify this policy at any time.

F. Change Control and Exceptions

Policy changes or exceptions are governed by the Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards. Requests for a review or change to this policy are made by submitting an Action Request form. Requests for exceptions are made by submitting an Exception Request form. Changes to policies and standards will be prioritized and acted upon based on impact and need.

III. Close

For questions or comments about this instrument, contact the Information Technology Services Division at ITSD Service Desk, or:

Chief Information Officer
PO Box 200113
Helena, MT 59620-0113
(406) 444-2700
FAX: (406) 444-2701

IV. Cross-Reference Guide

    A. State/Federal Laws

- 2-17-505(1) – Policy
- 2-17-514(1) – Enforcement
- §2-17-505(2), MCA
- §2-17-512, MCA
- §2-15-114, MCA

    B. State Policies (IT Policies, MOM Policies, ARM Policies)

- 2-15-112, MCA
- ARM 2.13.101 - 2.13.107 - Regulation of Communication Facilities
- MOM 3-0130 Discipline
- ARM 2.12.206 Establishing Policies, Standards, Procedures and Guidelines.

    C. IT Procedures or Guidelines Supporting this Policy

- Policy: Establishing and Implementing Statewide Information Technology Policies and Standards
- Procedure: Establishing and Implementing Statewide Information Technology Policies and Standards

V. Administrative Use

Product ID:	S-CC30
Proponent:	State of Montana Chief Information Officer
Version:	1.1
Approved Date:	July 15, 2008
Effective Date:	1-17-97
Change & Review Contact:	ITSD Service Desk
Review Criteria:	Event Review: Any event affecting this policy may initiate a review. Such events may include a change in statute, key staff changes or a request for review or change.
Scheduled Review Date:	July 1, 2013
Last Review/Revision:	Reviewed July 11, 2008. Non-material changes are necessary.

Change Record:	July 11, 2008 – Non-material changes made:
	
	     - Standardize instrument format and common components.
	
	     - Changed to reflect next review date.